
Jean R. Mercer



**Director, Human Resource Systems &
Business Transformation Department
Office of Civilian Human Resources**



Ms. Jean Mercer is the Director for Human Resources Systems & Business Transformation, Washington Navy Yard, DC. She is responsible for developing, delivering, managing, and maintaining civilian Human Resources (HR) information systems and improving the efficiency of Human Resources Systems and service delivery within the Department of the Navy (DON) civilian HR enterprise wide structure. She has led DON and Defense lean six sigma events for civilian recruitment and development of DON's Model Recruitment Program. She has led deployment of workload analysis and forecasting system for the regional HR service delivery structure. She has been a leader in developing standard business processes using continuing process improvement tools such as Lean Six Sigma, Common Business Processes and metrics for DON-wide and DoD use. She entered the Senior Executive Service in May 2005; her federal career spans more than 30 years in a variety of positions at all levels of HR in the DON including headquarters, regional operations, and service delivery in operating HR organizations.

Ms. Mercer was detailed to OSD, Deputy Undersecretary of Defense, Civilian Personnel Policy, from 10/09 to 1/4/10 leading multiple DoD working groups in the design and delivery of a DoD Hiring Reform Action Plan with multiple deliverables. She was also detailed to OSD, Civilian Personnel Management Services from 08/08 to 06/09 to plan, design, test and deliver a DoD automated solution, or an Enterprise Staffing Solution (ESS) pilot, via multiple DoD working teams. ESS functionality supported civilian classification and the hiring process from end to end. As the Director for operations of DON's seven Human Resource Service Centers (HRSC), as well as the civilian HR systems and infrastructure, from May 05 – August 07, Ms. Mercer managed a \$10 million dollar budget and was responsible for delivery of civilian recruitment, transactional processing, classification, training, compensation and HR systems and applications. She led the consolidation of 7 instances of the Defense Civilian Personnel Data System into one for the DON. Ms. Mercer was the DON's Recruitment Program manager from January 04 - May 05. She led the development and execution of recruitment, staffing and workforce shaping policy, program management, re-engineering efforts and operational evaluation. She personally directed the development of the functional requirements for the Civilian Hiring and Recruitment Tool; the DON integrated recruiting solution, as well as the functional deployment of the system and consolidation of 7 recruitment RESUMIX databases. From July 2002 – January 2004, Ms.

Mercer was the Regional Operations Director for OCHR and provided oversight of the regionalized service deliver of human resource performed by 7 HRSC's world-wide.

In addition to holding an undergraduate degree in business, Ms. Mercer has attended numerous management programs including the Federal Executive Institute and program for senior managers in Government at Harvard University. She has received the Meritorious Civilian Service Award in 2007 and 2001 and many special act awards.